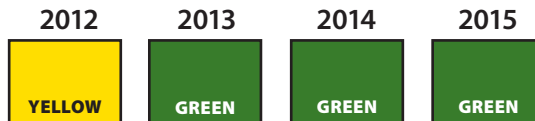


Washington's Commitment

Economic Services:

YARDSTICK

Be the national leader in: Providing flawless food assistance, child support collection, child care, transition to work services and disability support.



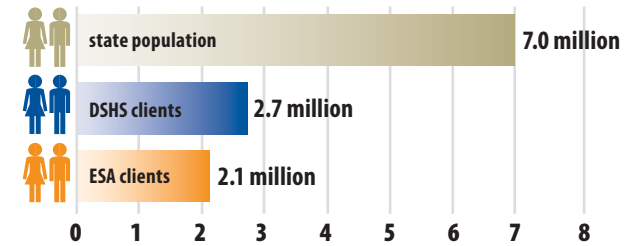
Measuring up Washington

	2012	2013	2014	2015	
Provide flawless food assistance	GREEN	GREEN	GREEN	★ GREEN	Washington is a national leader in SNAP (food stamp) accuracy.
Provide effective child support collection	GREEN	GREEN	GREEN	GREEN	Praised by the Washington State Auditor for strong fiscal performance in the program.
Provide strong work support services	RED	↑ YELLOW	↑ YELLOW	YELLOW	Great advancements in 2014. The all family work participation rates have been impressive but low performance in 2012 and 2013 risk federal penalties.
Provide timely and effective disability support services	GREEN DDD's ABD YELLOW	GREEN DDD's ABD YELLOW	GREEN DDD's ABD YELLOW	GREEN DDD's ABD YELLOW	State disability benefits are yellow due to low benefit levels.

The summary evaluations are denoted by color as follows: green equates to strong performance and service in the area, yellow to areas of concern or unmet need, or both, and red to serious concern or serious unmet need, or both. Where there is a positive movement it is denoted by an upward arrow and where we have achieved national leadership it is indicated by our coveted gold star. Some measures are new in the 2015-2017 strategic plans. For these measures preliminary color codes have been established in muted colors, however, they are necessarily subject to change as more data becomes available.

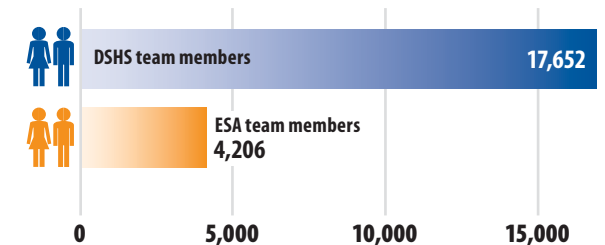
DSHS Client Services

CLIENTS SERVED (between July 2013 - June 2014)



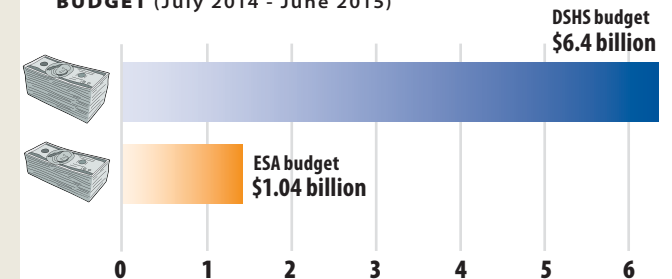
78% of all DSHS clients require services from ESA.

NUMBER OF TEAM MEMBERS (as of June 30, 2015)



24.0% of all DSHS team members are in ESA.

BUDGET (July 2014 - June 2015)



ESA uses 16.0% of the DSHS budget.

Washington's Progress

Economic Services Administration


Provide flawless food assistance

	2012	2013	2014	2015	
Increased access to Basic Food assistance	GREEN	GREEN	YELLOW	YELLOW	Increased from 84.1% to 87% over the last year; continue to push participation initiatives to achieve goal of 96% by June 2017.
Basic Food payment accuracy	GREEN	GREEN	GREEN	★ GREEN	Statewide accuracy rate of 99.7% exceeds the national average of 96.8%; recently recognized for attaining the fourth highest accuracy rate in the nation.

Provide effective child support collection

	2012	2013	2014	2015	
Child support collections	GREEN	GREEN	GREEN	↑ YELLOW	Significant across the board efforts have resulted in a marked year-to-date increase in the percentage of current support collected.

Provide strong work support services

	2012	2013	2014	2015	
Leaving Temporary Assistance for Needy Families (TANF) for self-sufficiency 	YELLOW	YELLOW	YELLOW	↑ YELLOW	Positive improvement trend in 2015.
Remaining off TANF for more than 12 months	YELLOW	YELLOW	↑ YELLOW	↑ YELLOW	Improved from 73% to 74.5%; making strides to reach target of 78% by June 2017.
TANF participants meeting the federal work participation rate	RED	↑ YELLOW	TWO PARENT ALL FAMILY	TWO PARENT ALL FAMILY ↑	Increased both the Two-Parent and All-Family annual rates by 6.3% and 3.6% respectively.
The recorded actual hours in assigned engagement activities will increase				New in 15-17 plan YELLOW	New SFY 2015-2017 measure; working.
The approval rate of SSI applications will increase				New in 15-17 plan YELLOW	New SFY 2015-2017 measure; working.

Provide timely and effective disability support services

	2012	2013	2014	2015	
Processing time for disability determinations	GREEN	GREEN	GREEN	GREEN	Continued to exceed national standards and lowered SSI processing times even further during the year.

Other mission critical goals

	2012	2013	2014	2015	
Timeliness of processing applications	YELLOW	↑ YELLOW	GREEN	GREEN	Met or exceeded Federal Standards of Promptness (SOP) in four of five categories during the last year.
Contact center support	OTHER CHILD	TANF CHILD	↑ TANF CHILD	↑ TANF CHILD	Zero forced-disconnect largely achieved for child care.
Addressing racial disparities in service delivery				New in 15-17 plan YELLOW	New SFY 2015-2017 measure; working.
Improving quality and availability of fiscal data				New in 15-17 plan YELLOW	New SFY 2015-2017 measure; working.
Child support accuracy				New in 15-17 plan YELLOW	New SFY 2015-2017 measure; working.
SSI claims accuracy				New in 15-17 plan GREEN	New SFY 2015-2017 measure; attained June 2017 goal of 97% accuracy in 2015.
Child care collections				New in 15-17 plan GREEN	New SFY 2015-2017 measure; process improvement efforts resulted in achieving the 50% collection rate goal on this new measure in 2015.
Customer information security improved				New in 15-17 plan RED	New SFY 2015-2017 measure; working.
Enterprise architecture improvements				New in 15-17 plan YELLOW	New SFY 2015-2017 measure; working.